



Privacy Policy and Terms of Use



Policy Alinta School Retail Stores

Delivery

Customers that purchase items online can nominate one of our delivery options:

1. Home delivery

Customers can elect to have their purchases delivered to their nominated postal address. Delivery charges apply and will be added to the final purchase price. Our delivery partner is Australia Post.

2. On-campus pickup

Customers can elect to pick items up at their on-campus uniform shop (this only applies if your school has an on-campus Uniform Shop).

When will my order be ready?

- Delivery is shipped next time the uniform shop is open.
- Pick up can be made next time the uniform shop is open.

Refund/Returns

1. Non-Faulty Items

Alinta will refund or exchange any garments that have not been worn or washed, within 12 months of the original purchase date. This excludes Special Orders (SMU). To return or exchange an item please visit the Uniform Shop.

2. Warranty

Alinta offers 12 months warranty on all garments and bags that display manufacturing or fabric defects. Garments returned will be assessed by our Quality Control department. If the garment is deemed to be faulty, Alinta will replace or repair free of charge.

Warranty period does not reset upon replacement or repairs.

Return Option

Schools that have an on-campus Uniform Shop must return garments directly to the on-campus store.

Schools that do not have an on-campus Uniform Shop must use the Returns Form located on the home page of our website.



Payments

Australian School Uniform Shop payments will be transacted in AUD\$. The name that will appear on your bank statement will be Alinta Australia Pty Ltd.

New Zealand School Uniform Shop payments will be transacted in NZ\$. The name that will appear on your bank statement will be Alinta New Zealand Ltd.

Payments can be made using Visa or MasterCard from either credit or debit cards. This is applicable to both AUD and NZD currency and depending on the school chosen, will be billed in the relevant currency.

Payment from the customer's bank account is taken at the time the cart has been submitted for payment. Depending on the bank the customer is with, this may sit in the customer's pending transactions for 24 hours.

Please retain a copy of all receipts for proof of purchase.



Policy Alinta School Leavers

Delivery

Delivery of any garment purchased on the Alinta Leavers website will be delivered directly to the desired address agreed on by the school. Once garments are delivered it is then the school's responsibility to distribute the garments.

Returns/Warranties

Alinta offers 12 months warranty on all garments and bags that display manufacturing or fabric defects. Garments returned will be assessed by our Quality Control department. If the garment is deemed to be faulty, Alinta will replace or repair free of charge.

In addition to this, once the artwork has been developed and the order is placed, changes to the order is not permissible. Therefore, Alinta will not refund any garments that were incorrectly ordered.

Warranty period does not reset upon replacement or repairs.

Payments

Alinta School Leavers payments will be transacted in AUD\$. The name that will appear on your bank statement will be Alinta Australia Pty Ltd.

Payments can be made using Visa or MasterCard from either credit or debit cards.

Payment from the customer's bank account is taken at the time the cart has been submitted for payment. Depending on the bank the customer is with, this may sit in the customers pending transactions for 24 hours.

Refunds are only applicable if the order has not yet been placed with the factory. Any approved refunds to the customer's bank account will be processed using the payment details that were used for the original transaction. Refunds can take 3-4 business days to appear on a customer's bank statement. The refund will be processed between the payment gateway and the customer's bank.

Please retain a copy of all receipts for proof of purchase.



Policy Alinta Wholesale

Delivery

All orders placed will be delivered to the customer's desired address once it has been received at the Alinta Warehouse and passed through the regular Quality Control checks.

Refund/Returns

Alinta offers 12 months warranty on all garments and bags that display manufacturing or fabric defects. Garments returned will be assessed by our Quality Control department. If the garment is deemed to be faulty, Alinta will replace or repair free of charge.

In addition to this, once the artwork has been developed and the order is placed, changes to the order is not permissible. Therefore, Alinta will not refund any garments that were incorrectly ordered.

Warranty period does not reset upon replacement or repairs.

Payments

Payment terms for all wholesale accounts are 30 days from Tax Invoice date.

Payments can be made via Direct Debit to account details provided on all Tax Invoices.



Security

We have implemented appropriate security measures to ensure a safe on-line shopping environment. Transactions are processed on a secure server using the SSL (Secure Socket Layer) protocol which encrypts all information sent from your PC. You will know you are inside the secure server connection when you see an unbroken key or lock in the lower right-hand corner of your browser window.

Privacy

Alinta is committed to your privacy.

When you visit this website we will not collect individually identifiable information about you, unless you voluntarily provide us with that information. Otherwise, we will only collect statistical information about your visit to the site. Any personal information you provide to us will be kept confidential and only used to further support your relationship with us. Any information you provide to us will not be passed onto a third party, unless you have given us consent for this to occur. Agents or contractors of ours, who from time-to-time have access to your personal information, are required to keep this information confidential and not use it for a purpose other than carrying out the service they are performing for and on behalf of us. Should you not wish to receive information from us or wish to change or update your personal information simply notify us and we will satisfy all such requests as quickly as possible.

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We do not guarantee the continuous supply of any product and/or service. We are not liable for any loss suffered due to non-supply of any product and/or service. Any inaccuracy of information shall be considered a typographical error. We are in no way responsible for the privacy, content, or view expressed by any web site linked to this web site. You are free to link another site to this site so long as you do not imply any sponsorship by us of your site (unless permission is given in writing by us to the contrary).

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